

# **Building a customer support and remote maintenance system for the KONICA MINOLTA printer product line.**

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**Abstract:** In the context of increasingly fierce competition, improving the quality of customer care services and enhancing the efficiency of remote maintenance is an urgent requirement. This topic focuses on building a customer care and remote maintenance support system for the KONICA MINOLTA printer product line through the application of IoT and AI technologies. The research method combines theory with experimentation to ensure the effectiveness and sustainability of the system. The expected result is to provide a comprehensive solution, enhance customer experience, and reduce operational costs for businesses.

**Keywords:** Support CCKH, IoT, AI, remote maintenance, KONICA MINOLTA printers